

Prestige 971M

Cable Modem

Quick Start Guide

Version 3.70
5/2005



Introduction

The Prestige 971M (P-971M) is a DOCSIS compliant full-duplex cable modem. In order to use your P-971M, you need to establish an Internet access account with your cable service company.

Note: To identify your modem with the cable service company, you need to tell them the HFC MAC address. This 12-character number is located on a bar code sticker on the bottom of the unit.

Once this information has been supplied to your cable operator and your line activated, your P-971M will obtain a dynamic IP address(es) from your cable service provider whenever connected.

Note: See your User's Guide for background information on all features.

This guide is divided into the following sections.

- | | |
|---|----------------------------------|
| 1 Hardware Connections | 3 USB Driver Installation |
| 2 Accessing the Web Configurator | 4 Troubleshooting |

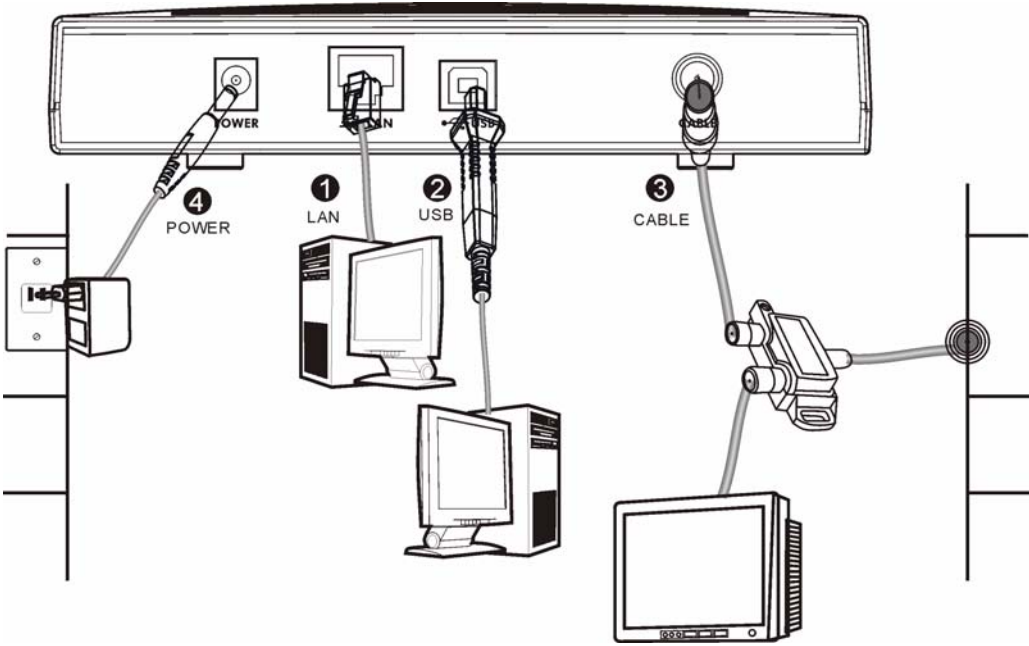
1 Hardware Connections

You need the following before you start.

- Computer(s)
- Ethernet Cable
- USB Cable (if accessing the Internet from a Windows computer via USB)
- Power Adaptor (Varies by region)
- RF Connector F-Coaxial Cable

1.1 Rear Panel

Refer to the following P-971M rear panel graphic to see how to make the connections.



- 1 LAN Connection** Use an Ethernet cable to connect a computer to a LAN port for initial configuration and/or Internet access.
- 2 USB-B Connection** If you want to connect a Windows computer to the cable modem via USB, you also have to install the USB driver (see page 6)
- 3 RF F-Coaxial Connection** Use caution when inserting the coaxial cable into the P-971M; the center copper wire is easy to bend and break.
- 4 POWER Connection** Use the included power adaptor to connect the **POWER** socket to an appropriate power source). Turn the Prestige on after you've made the connections by pushing in the power button.

1.2 Front Panel

Look at the front panel LEDs. The **SYS** LED blinks while performing system testing. The **SYS** LED then turns steady on if the testing was successful. The **CABLE** LED blinks and turns steady on if the **RF-Connector** port is properly connected. The **LAN** LED turns on if the (corresponding) LAN port is properly connected.

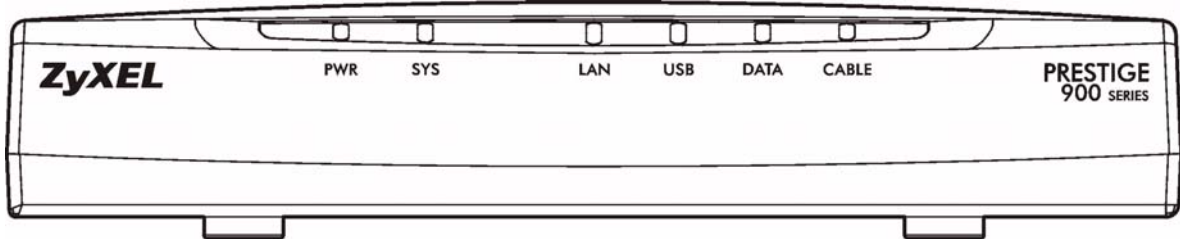


Table 1 Front Panel LEDs

LED	COLOR	STATUS	DESCRIPTION
PWR	Green	On	The power is on.
		Off	The power is off.
SYS	Green	On	The Prestige is receiving power and functioning properly.
		Blinking	The Prestige is rebooting.
	None	Off	The system is not ready or has malfunctioned.
LAN	Green	On	The LAN Ethernet Port has a successful link.
		Blinking	The LAN Port is Sending or Receiving Ethernet data.
	None	Off	The LAN Ethernet Port is not ready or cannot achieve a link.
USB	Green	On	The USB-Computer Link is successful.
		Blinking	The P-971M is Sending or Receiving USB data.
	None	Off	The USB-Computer Link is not ready or unsuccessful.
DATA	Green	Blinking	The Cable Interface (WAN Port), is Transmitting/Receiving.
	None	Off	The WAN connection is idle.

Table 1 Front Panel LEDs (continued)

LED	COLOR	STATUS	DESCRIPTION
CABLE	Green	On	The P-971M is registered successfully with the cable operator's CMTS.
		Slow Blinking	This LED blinks at two-second intervals to denote that the P-971M is scanning the downstream channel.
		Fast Blinking	This LED blinks at one-second intervals to denote that the P-971M has locked on to the downstream channel, and is ranging and registering with CMTS.

2 Accessing the Web Configurator

- 1 Launch your web browser. Enter "192.168.100.1" as the web site address. The subnet mask is 255.255.255.0.

Note: If you do not see the next screen, then please read section 4.1.

A screenshot of a web browser's address bar. The address bar has a menu bar above it with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the menu bar, the address bar is labeled 'Address' and contains the text 'http://192.168.100.1'.

- 2 The login screen displays. Enter the user name ("webadmin" is the default), and password ("1234" is the default) and click **OK**.

Note: You should change your login information in the **Security** screen in the web configurator.

A screenshot of the ZyXEL web configurator login screen. The window has a blue header with a key icon and the text 'ZyXEL'. Below the header, there are two input fields: 'User name:' with a dropdown menu showing 'webadmin' and a small downward arrow, and 'Password:' with a text box containing five dots. Below these fields is a checkbox labeled 'Remember my password'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

3 You should see this screen after a successful login.

ZyXEL

Status

Connection
This page displays information on the status of the cable modem's HFC and IP network connectivity.

Startup Procedure

Procedure	Status	Comment
Acquire Downstream Channel	681000000 Hz Locked	
Connectivity State	OK	Operational
Boot State	OK	Operational
Configuration File	OK	cmb.cfg
Security	Enabled	BPI

Downstream Channel

Lock Status	Modulation	Channel ID	Symbol rate	Downstream Frequency	Downstream Power	SNR
Locked	QAM256	0	5360537	681000000 Hz	1.9 dBmV	41.9 dB

Upstream Channel

Lock Status	Modulation	Channel ID	Symbol rate	Upstream Frequency	Upstream Power
Locked	QPSK	5	2560 Ksym/sec	28208000 Hz	28.0 dBmV

CM IP Address Duration Expires

10.21.0.11	D: 00 H: 01 M: 00 S: 00	Wed Jul 02 00:26:23 2036
------------	-------------------------	--------------------------

Current System Time: Tue Jul 01 23:44:02 2036

3 USB Driver Installation

Only install the USB driver if you wish to access the Internet by connecting to the P-971M via USB from a Windows computer.

Note: At the time of writing the USB driver supports the following Windows operating systems.

- Windows 98 Second Edition
- Windows Millenium (Me)
- Windows 2000
- Windows XP

Connect the P-971M USB cable to your computer. If the Windows “found new hardware” installation wizard does not start, then try one of the following:

- Disconnect the USB cable and connect it again.
- Manually start the Windows “add new hardware” wizard.
- Restart your computer and the P-971M.

Note: The USB driver is on the included CD.

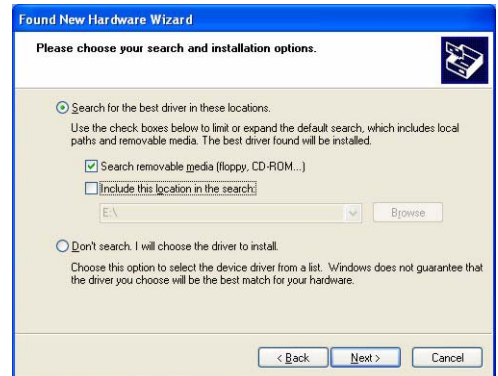
Screens for Windows XP are shown here. Screens for other supported Windows operating systems may vary.

Click **Next** to begin the wizard. Click **Back** to return to a previous screen or click **Cancel** to exit the wizard.

1 After you connect the USB cable, Windows should notify you that new hardware has been found.



2 Insert your CD into your computer CD-ROM and choose to have Windows search the CD for the drive.



3 Windows then installs the USB driver. If you see screens warning you about Windows logo compatibility or digital signatures not found, just continue.

4 Click **Finish** to complete the wizard. You may be prompted to reformat your computer depending on what operating system you are using.



4 Troubleshooting

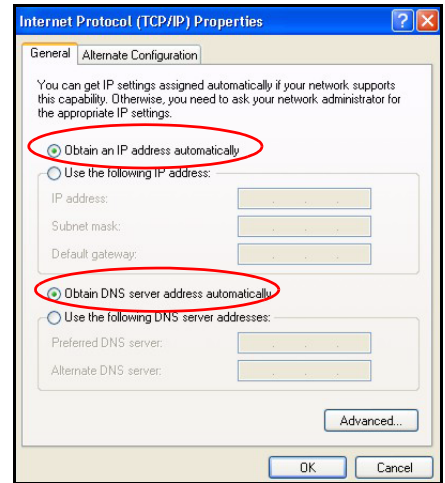
PROBLEM	CORRECTIVE ACTION
None of the LEDs light when you turn the power on.	<p>Make sure that you have the correct AC power adaptor connected to the Prestige, it is plugged into an appropriate power source and the Prestige is turned on.</p> <p>Check all cable connections. If the LEDs still do not turn on, you may have a hardware problem. In this case, you should contact your local vendor.</p>
Cannot access the Prestige web configurator from my computer. The LAN LED is off.	<p>Check the cable connection from your computer to the Prestige.</p> <p>You must use Internet Explorer 6.0 (or later), or Netscape Navigator 7.0 (or later) with JavaScript enabled.</p> <p>Make sure you enter the password correctly (the field is case sensitive).</p>
Cannot access the Internet.	<p>Check the condition of the coaxial cable connected to the back of the cable modem. If the cable looks to be in poor condition replace it.</p> <p>Check with your cable operator to ensure your Internet account has been activated. Be sure that you have given the correct HFC MAC address to your cable operator.</p> <p>Make sure your computer is configured for TCP/IP networking and is able to receive a dynamic IP address (see section 4.1).</p>
The USB LED is off.	<p>Check the USB cable connection.</p> <p>Check that your computer operating system is supported by the USB driver and that it has been properly installed. Try installing the USB software again if not.</p>

4.1 Set Up Your Computer's IP Address

This section shows you how to set your Windows NT/2000/XP computer to automatically get an IP address. This ensures that your computer can communicate with your Prestige. Refer to your User's Guide for detailed IP address configuration for other Windows and Macintosh computer operating systems.

- 1 In Windows XP, click **start**, **Control Panel**. In Windows 2000/NT, click **Start**, **Settings**, **Control Panel**.
- 2 In Windows XP, click **Network Connections**. In Windows 2000/NT, click **Network and Dial-up Connections**.
- 3 Right-click **Local Area Connection** and then click **Properties**.

- 4 Select **Internet Protocol (TCP/IP)** (under the **General** tab in Win XP) and click **Properties**.
- 5 The **Internet Protocol TCP/IP Properties** screen opens (the **General** tab in Windows XP).
- 6 Select the **Obtain an IP address automatically** and **Obtain DNS server address automatically** options.
- 7 Click **OK** to close the **Internet Protocol (TCP/IP) Properties** window.
- 8 Click **Close** (**OK** in Windows 2000/NT) to close the **Local Area Connection Properties** window.
- 9 Close the **Network Connections** screen.



Viewing Your Product's Certifications

- 1 Go to www.zyxel.com.
- 2 Select your product from the drop-down list box on the ZyXEL home page to go to that product's page.
- 3 Select the certification you wish to view from this page.